



## National Finance Center

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### Customer Notification

**Date of Notification:** July 27, 2015

**Subject:** Update: *Insight* Scheduled Maintenance

**Database/Customer(s) Affected:** Insight Users

Dear Customer:

This is a follow-up to the notification dated July 17, 2015, regarding the unavailability of *Insight* due to system maintenance. System maintenance has been completed; *Insight* is now available for customer use.

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized agency representatives with questions concerning this notification should contact NFC's Contact Center at either 1-855-632-4468; via email to [NFCcontactcenter@nfc.usda.gov](mailto:NFCcontactcenter@nfc.usda.gov) or via the Remedy Requestor Console.

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#### "Tip of the Week"

##### ***Updated Guidelines for FERCCA Cases***

FERCCA provides relief for employees, former employees, annuitants, and their survivors with a retirement coverage error that existed for 3 or more years of service after December 31, 1986. See NFC Bulletin, Title I, 12-16, dated July 3, 2012, that provides updated guidelines for the submission of FERCCA cases to NFC.